

What's Up DACH?

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Issue 04- 01

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HOT News

CHCS II is Coming!

Beginning May 5, training and activation of CHCS II will begin. Are you ready? Appointments and schedules will be altered to load the hard/software bundle. It is important that everyone train according to the schedule. Make-up training opportunities are not scheduled.

MEDDAC Happenings

Hearts of Gold

Customer Service has become increasingly important as competition for our beneficiaries' loyalty has reached new heights. Employees who interact with customers, either external or internal, and provide exceptional customer service must be recognized and rewarded.

To nominate an individual for exceptional customer service, go to our website and send an electronic nomination or fill out one of the nomination cards available at the Information Desk in the main lobby or at the main reception desks of our outlying clinics.

The Hearts of Gold Committee will select a winner every month from the nominations.

Further questions please call 288-884950.

Commander's Corner



Darnall Staff,

It has been almost six months since our last issue of *What's Up, DACH*. I am excited to see it back in print. It is especially appropriate at this time to reinforce my *Commanders Intent*.

The reason we exist is to support the combat readiness of III Corps. Through my five pillars of thought, caring, training, teamwork, innovation, and stewardship, we can do a superb job of supporting III Corps' combat readiness.

I charge all MEDDAC personnel to help me foster a culture and environment where individuals are excited about their futures and the future of their departments, sections or clinics; where personnel are confident in themselves, their leaders, their equipment, and the policies and the SOPs that guide them.

It is my intention to lead by example, to task with purpose, to make the USA MEDDAC at Fort Hood the very best MEDDAC it in the Army. We have been supporting the Global War on Terrorism in ways that we could not have imagined just 6 months ago. Our President's recent visit on Easter Sunday made that very evident.

One person can make a difference, and many people operating under a common cause can make a tremendous difference! I am confident we can make a positive impact on our future, and I'm excited about the opportunities we all have as leaders, soldiers, and civilians of the USA MEDDAC to affect positive change in our organization.

One Team!

Col. Bernard DeKoning

Training Opportunities

CO2 Training

The next Consideration of Others training opportunity is scheduled for Apr. 12, from 9 to 11 a.m. in the hospital auditorium. The topic for the training is Prevention of Sexual Harassment (POSH).

For more information, please contact Sgt. 1st Class Sheirice Graham at 286-7180.

Ethics Committee

Darnall has an Ethics Committee which can be used as a resource to help providers and hospital employees manage ethical issues. The committee meets on the second Tuesday of every month in the DCCS conference room; ad hoc sessions can be held if needed. Please contact the DCCS' office at 288-8482 to discuss any ethical concerns.

ACLS Recertification

The next ACLS Recertification is May 10, at 7:30 a.m. Please call SGT Smithson at 286-7224 to reserve a seat.

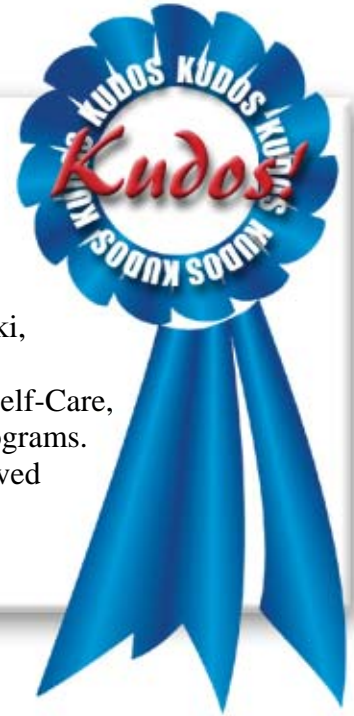
Documentation-Improvement

A documentation-improvement training course is posted on the Darnall website, at Staff, Hospital Intranet, in the Health Education Training. This training must be completed by physicians, midwives, residents, and physician assistants. Please call the Division of Readiness, Education, Training and Security (DRETS) at 286-7236 for more information.

COL Bernard DeKoning recently recognized three Population Health staff members with a commander's coin for their dedication to service.

Recipients were: Sally Wroblewski, Cheri Steiner and Amy Burrow.

These three are the hearts of the Self-Care, DACH-AIR and Weigh to Live Programs. Because of them, the hospital received grants totaling \$22,000.00.



Did You Know?

Bereavement Class

The next six-week Bereavement class, hosted by the Department of Ministry and Pastoral Care, is scheduled for May 10, from 6 to 8 p.m. at the Phantom Warrior Club.

The Department of Ministry and Pastoral Care is hosting its bi-annual Walk to Remember Saturday, May 15, from 9 – 10 a.m., at Sadowski Field. Parents, health professionals, friends and families are invited to remember a loved one who passed away. This year, more than 500 balloons will be released to honor our Soldiers who lost their lives in battle. Please call 288-8849/50 for more information.

Volunteer Luncheon

The next volunteer luncheon will be held May 5th in the Darnall Auditorium. Volunteers will be recognized for their contributions to the Darnall Hospital. Contact Lisa Gross, 288-8474, if you wish to attend or donate a dish to share.

Performance Improvement Suggestion

Anyone can submit a suggestion to improve something at Darnall. Simply complete the PI Suggestion form 254 and drop it off in the QI Office, room 2431. All suggestions are discussed at the monthly Executive Committee meeting. Any questions can be directed to the QI office at 286-7097.

More News

Congratulations to the following outstanding NCOs who were selected for promotion to Master Sergeant.

SFC(P) Henry Sweeten
SFC(P) Roberto Caesar
SFC(P) Savannah Praymious
SFC(P) Trebia Parham
SFC(P) Tracy O'Neil

The following civilians were recognized as Civilians of the Quarter at the April 5 Awards and Promotions Ceremony:

GS-09 and above: Cynthia Scott, DFCM
GS-8 and below: Walter Napier, DOM
Certificate for Nomination: Noel Rollins, CHN,

Other Awards:
Hearts of Gold: COL Gerta Howell, Nursing
Volunteer of the Month: Rick Hodges, Logistics

Reporting Accidents

Accident reporting is the responsibility of supervisors. Military, civilian and contractor personnel must report all accidents to their supervisors immediately. The supervisor is then responsible for completing a FH Form 413, including an investigation and documentation of corrective measures. The form must be submitted (within 24 hours) to the Safety Office for review.

If military personnel lose work-time due to an accident (on or off duty,) a DA Form 285 AB-R must be completed by the supervisor and submitted through the chain of command to the Safety Office. For on-duty accidents, the DA Form 285 is submitted in addition to the FH Form 413.

Additionally, accidental damage to government equipment, vehicles, or other property totaling \$2,000 or more must also be reported on a DA Form 285 AB-R

The FH Form 413 and DA Form 285 are used for accident prevention purposes only. Civilian and contractor personnel should complete appropriate worker's compensation forms, if appropriate.

Further questions should be directed to the Safety Office at 288-8477.

JCAHO Journal

Facts about the Joint Commission on Accreditation of Healthcare Organizations.

Mission: To continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations.

JCAHO accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain accreditation, an organization must undergo an on-site survey by a JCAHO survey team at least every three years. Laboratories must be surveyed every two years.

JCAHO's standards address the organization's level of performance in key functional areas, such as patient rights, patient treatment, and infection control, and the standards focus not simply on an organization's ability to provide safe, high quality care, but on its actual performance as well. Standards set forth performance expectations for activities that affect the safety and quality of patient care. If an organization does the right things and does them well, there is a strong likelihood that its patients will experience good outcomes.